

<010>	Study Area Code	279041
<015>	Study Area Name	Central Louisiana Cellular, LLC
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Chad Strausbaugh
<035>	Contact Telephone Number: Number of the person identified in data line <030>	6105356474 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	cstrausbaugh@cellonenation.com
	Form Type	54.313 and 54.422

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	279041
<015>	Study Area Name	Central Louisiana Cellular, LLC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chad Strausbaugh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6105356474 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no)	<input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no)	<input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

**(200) Service Outage Reporting (Voice)
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

<210> For the prior calendar year, were there any reportable voice service outages? Yes

[illegible]

(300) Unfulfilled Service Request Data Collection Form	FCC Form 481
	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

<300> Unfulfilled service request (voice)	0
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<310> Detail on attempts (voice)	Name of Attached Document
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<320> Unfulfilled service request (broadband)	
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<330> Detail on attempts (broadband)	Name of Attached Document
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(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered only mobile voice	
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013
<010>	Study Area Code	279041
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
		279041LA510.pdf
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	

<div>(600) Functionality in Emergency Situations Data Collection Form</div>		<div>REDACTED FOR PUBLIC INSPECTION</div> <div>FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013</div>
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	279041LA610.pdf

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code 279041

<015>	Study Area Name	Central Louisiana Cellular, LLC
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<020> Program Year 2017

<030> Contact Name - Person USAC should contact regarding this data Chad Strausbaugh

<035>	Contact Telephone Number - Number of person identified in data line <030>	6105356474 ext.
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<039> Contact Email Address - Email Address of person identified in data line <030> cstrausbaugh@cellonenation.com

<701> Residential Local Service Charge Effective Date

1/1/2016

<702> Single State-wide Residential Local Service Charge

[illegible]

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	279041
<015>	Study Area Name	Central Louisiana Cellular, LLC
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

[illegible]

REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	279041
<015>	Study Area Name	Central Louisiana Cellular, LLC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chad Strausbaugh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6105356474 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@celloneration.com
<810>	Reporting Carrier	Central Louisiana Cellular, LLC
<811>	Holding Company	Central Louisiana Holdco, LLC
<812>	Operating Company	Central Louisiana Cellular, LLC

[illegible]

FCC Form 481
OMB Control No. 3060-0986 / OMB Control No. 3060-0819
July 2013

<900>	Does the filing entity offer tribal land services? (Y/N)	Yes
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Jena Tribe of Choctaw

279041LA920.pdf

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

[illegible]

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	279041
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

<1000> Voice services rate comparability certification Not Applicable

<1010> Attach detailed description for voice services rate comparability compliance

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	279041
<015>	Study Area Name	Central Louisiana Cellular, LLC
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	279041
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans	<div style="border: 1px solid black; width: 100%; height: 80px; margin: 0 auto; position: relative;"> <div style="position: absolute; top: 5px; left: 5px; font-size: 8px;">279041LA1210.pdf</div> </div> <p style="margin-top: 10px;">Name of Attached Document</p>
---	--

<1220> Link to Public Website	HTTP <hr style="border: 0; border-top: 1px solid black; margin-top: 10px;"/>
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“Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | | |
|--|-------------------------------------|--|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> | |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> | |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> | |

(2000) Price Cap Carrier Additional Documentation Data Collection Form <i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010>	Study Area Code	279041
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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support	<input style="width: 100px; height: 20px;" type="text"/>	
<2011> 3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support	<input style="width: 100px; height: 20px;" type="text"/>	
<2022> Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	<input style="width: 100px; height: 20px;" type="text"/>	
<2023> The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.	<input style="width: 100px; height: 20px;" type="text"/>	
<2024A> Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px;" type="text"/>	<input style="width: 100%; height: 50px;" type="text"/>
<2024B> Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	<input style="width: 100%; height: 50px;" type="text"/>
<2025A> Round 1 or Round 2 Recipient of Incremental Support?	<input style="width: 100px; height: 20px;" type="text"/>	
<2025B> Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-	Name of Attached Document Listing Required Information	<input style="width: 100%; height: 50px;" type="text"/>
<2015> 2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		<input style="width: 100px; height: 20px;" type="text"/>

(2000) Price Cap Carrier Additional Documentation (Continued)

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing
Required Information

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

(3005) Rate Of Return Carrier Additional Documentation
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information <input type="text"/>
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information <input type="text"/>
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information <input type="text"/>
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or	<input type="checkbox"/>
(3020)	(2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3021)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3022)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information <input type="text"/>

(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
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Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
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4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: Central Louisiana Cellular, LLC	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer: Chad Strausbaugh	
Title or position of Authorized Officer: Staff Counsel	
Telephone number of Authorized Officer: 6105356474 ext.	
Study Area Code of Reporting Carrier: 279041	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039> Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent Firm: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Name of Authorized Agent Employee: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

Data Collection Form

<010>	Study Area Code	279041
<015>	Study Area Name	Central Louisiana Cellular, LLC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chad Strausbaugh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6105356474 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@celloneration.com

<210> For the prior calendar year, were there any reportable voice service outages? Yes

$\langle 220 \rangle$

[illegible]

**Line 510 – Compliance with Service Quality Standards and
Consumer Protection**

Central Louisiana Cellular, LLC (“CLC”) hereby certifies that it complies with applicable service quality standards and consumer protection rules, as required. CLC complies by following internal policies and practices designed to provide the benefits of the CTIA–The Wireless Association[®] (“CTIA”) Consumer Code for Wireless Service (“CTIA Code” or “Code”) as currently in effect.¹ Namely, CLC’s policies and practices for its voice and broadband services are designed to provide the following:

- (1) Disclosure of rates and terms of its voice and broadband services to customers.
- (2) Making available maps showing where voice and broadband services are generally available.
- (3) Providing contract terms to customers and confirmation of changes in voice or broadband service.
- (4) A trial period for new voice or broadband service.
- (5) Specific disclosures in advertising.
- (6) Separate identification of carrier charges from taxes on billing statements.
- (7) The right to terminate voice or broadband service for changes to contract terms.
- (8) Ready access to customer service.
- (9) Prompt response to consumer inquiries and complaints received from government agencies.

¹ The CTIA Code is available on the CTIA website at <http://www.ctia.org/policy-initiatives/voluntary-guidelines/consumer-code-for-wireless-service>. Central Louisiana Cellular, LLC is not a member of CTIA, and therefore is not listed by CTIA as having implemented the CTIA Code. Nevertheless, the CTIA Code reflects CLC’s commitment to customer service.

Line 610 – Functionality in Emergency Situations

Central Louisiana Cellular, LLC (“CLC”), as required in Section 54.313(a)(6), is “able to function in emergency situations as set forth in §54.202(a)(2)”¹ in connection with provision of voice and broadband services. Although CLC was designated by states rather than the Commission, it has safeguards providing for functionality in emergency situations.

CLC has deployed power generators throughout its network and also has battery backup at its sites. CLC can address landline issues by re-routing traffic to another trunk group or to one of its other media gateways, or by receiving inbound calling from alternate tandem providers. In the event backhaul connectivity is interrupted in an emergency, CLC’s alternative options, depending upon the location, include licensed microwave, temporary unlicensed microwave and satellite.

In addition, CLC’s switching facilities are elevated on high ground in central Louisiana, making them more resistant to emergency flooding than facilities near the coastline.

Accordingly, CLC’s facilities and resource options provide that (1) a reasonable amount of back-up power is available to ensure functionality without an external power source; (2) CLC is able to reroute voice traffic² around damaged facilities; and (3) CLC is capable of managing spikes in voice traffic resulting from emergency situations.

¹ 47 C.F.R. § 54.313(a)(6).

² Certifications and demonstrations regarding broadband services are not required in carrier’s reports for calendar year 2016.

- (10) Compliance with policies for protection of consumer privacy.
- (11) Provision of consumers with free notifications for voice, data and messaging usage, and international roaming.
- (12) Compliance with standards regarding the ability of customers, former customers, and individual owners of eligible devices to unlock phones and tablets that are locked by or at the direction of the carrier.

Central Louisiana Cellular, LLC has reviewed internal and external documentation to ensure that its policies and practices meet or exceed the Commission's requirements in connection with applicable service quality standards and consumer protection rules.

REDACTED FOR PUBLIC INSPECTION

**(700) Price Offerings including Voice Rate Data
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	279041
<015>	Study Area Name	Central Louisiana Cellular, LLC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chad Strausbaugh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6105356474 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@cellonenation.com

<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	

<703>

[illegible]

REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	279041
<015>	Study Area Name	Central Louisiana Cellular, LLC
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Chad Strausbaugh
<035>	Contact Telephone Number - Number of person identified in data line <030>	6105356474 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cstrausbaugh@celloneration.com
<810>	Reporting Carrier	Central Louisiana Cellular, LLC
<811>	Holding Company	Central Louisiana Holdco, LLC
<812>	Operating Company	Central Louisiana Cellular, LLC

[illegible]

Tribal Outreach – Progress Log – 2016 Outreach
Central Louisiana Cellular, LLC d/b/a Cellular One

The following describes some of the outreach efforts made by Central Louisiana Cellular (“Cellular One”) during 2015, as well as follow-up during 2016.

LOUISIANA

The following contact was initiated by Julia Tanner, General Counsel for Cellular One.

Jena Tribe of Choctaw	318-992-2717	06/24/15, 11:04 AM CST	Ms. Christy Murphy, office manager and tribal council member, said the tribe is not interested at this time in a needs assessment or deployment planning or the other topics for proposed discussion.
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The following contact was initiated by Kirk Revell, Executive Director of Sales for Cellular One.

Jena Tribe of Choctaw	318-992-2717	06/07/16, 11:00 AM CST	No answer; phone went to voicemail and I left a message with my contact information.
Jena Tribe of Choctaw	318-992-2717	06/27/16, 2:43 PM CST	No answer; phone went to voicemail and I left a message with my contact information.

The topics for proposed discussion were: (1) needs assessment and deployment planning with a focus on Tribal Government community anchor institutions; (2) feasibility and sustainability planning; (3) marketing services in a culturally sensitive manner; (4) rights of way processes; (5) land use permitting requirements; (6) facilities siting rules; (7) environmental review processes; (8) cultural preservation review processes; and (9) Tribal Government business and licensing requirements.

**LIFELINE SERVICE OF
CENTRAL LOUISIANA CELLULAR, LLC d/b/a CELLULAR ONE
WITHIN THE STATE OF LOUISIANA**

A. Service Description and Rates:

1. Service Plans: Central Louisiana Cellular, LLC d/b/a Cellular One (“Cellular One”) offers several calling plans from which Lifeline subscribers may choose.
2. All plans include, at no extra charge: call waiting, caller identification, conference calling, voicemail, and long distance to any location within the fifty United States.
3. Roaming outside Cellular One’s service area is not available under all service plans.
4. The Lifeline discounts will be applied against the monthly recurring charge for the particular Cellular One calling plan chosen by the subscriber. The examples below illustrate the monthly discounts¹ provided to Lifeline subscribers who choose Cellular One’s Unlimited Nationwide Talk and Text Plan:

Plan	Standard Rate	Lifeline Discount	Lifeline Subscriber Rate	Lifeline Subscriber Rate for Tribal Residents
Nationwide Unlimited Talk and Text Plan – One Line	\$40.00 per month	-\$9.25 (plus “up to” \$25.00 for Tribal lands residents)	\$31.75	\$6.75

^{1/} These rates are based upon the interim rates established by the Federal Communications Commission (“FCC”) in its February, 2012 Lifeline Reform Order. *See* Report and Order and Further Notice of Proposed Rulemaking, FCC 12-11, WC Docket No.s 11-42, 03-109, 12-23, CC Docket No. 96-45 (rel. Feb. 6, 2012) (*Lifeline Reform Order*). The \$31.75 per month rate is based upon a non-discounted rate of \$40.00 per month for the Unlimited Nationwide Talk and Text Plan, less a \$9.25 Lifeline discount. The \$6.75 per month rate for residents of tribal lands is based upon the non-discounted \$40.00 monthly calling plan rate less \$9.25, and then less an additional amount of “up to” \$25.00 for Tribal lands residents, which brings the Lifeline tribal lands residents’ rate to \$6.75 per month. Cellular One may revise its discounted rates and terms from time to time consistent with the rules and orders of the FCC and the Louisiana Public Service Commission.

Plan	Standard Rate	Lifeline Discount	Lifeline Subscriber Rate	Lifeline Subscriber Rate for Tribal Residents
Nationwide Unlimited Talk and Text Plan – Two Lines	\$70.00 per month	-\$9.25 (plus “up to” \$25.00 for Tribal lands residents)	\$61.75	\$36.75
Nationwide Unlimited Talk and Text Plan – Three Lines	\$100.00 per month	-\$9.25 (plus “up to” \$25.00 for Tribal lands residents)	\$91.75	\$66.75
Nationwide Unlimited Talk and Text Plan – Four Lines	\$130.00 per month	-\$9.25 (plus “up to” \$25.00 for Tribal lands residents)	\$121.75	\$96.75
Nationwide Unlimited Talk and Text Plan – Five Lines	\$140.00 per month	-\$9.25 (plus “up to” \$25.00 for Tribal lands residents)	\$131.75	\$106.75

Data capabilities, including email, web surfing, and picture messaging may be added on a monthly basis at a rate of \$10.00 per line for 500 MB or \$15.00 per line for 1 GB. All pricing is current as of June 28, 2016. Customer Care may be called toll-free to inquire into particular solutions for customer needs.

5. Taxes and mandatory government fees (where applicable) also apply to the monthly service rate. Such taxes and fees will be assessed to all subscribers, except that Lifeline subscribers are legally exempt from, and will not be assessed, federal universal service fees, Louisiana Universal Service Fund surcharges, or Louisiana Local Number Portability (LNP) charges.

B. General Terms and Conditions of Service

1. **Service Availability:** Service is available only if a Lifeline subscriber is within the Cellular One service area. Cellular One’s coverage maps by their nature are approximations of actual coverage and Cellular One cannot guarantee uninterrupted service or coverage. Service may be limited or interrupted by weather, terrain, obstructions such as trees or buildings, system capacity, repairs or modifications, priority access by government personnel in emergencies, or in response to nonpayment of charges, suspected fraud or misuse, or viruses.
2. **Service Activation:** To activate an account, a subscriber must purchase a Cellular One service plan. Cellular One will: (1) provide its Lifeline Subscribers with 911

and E911 access regardless of activation status; (2) provide E911-compliant handsets to all of its Lifeline Subscribers; and (3) replace, at no charge to a Subscriber, any non-compliant handset of an existing Subscriber that obtains Lifeline-supported services with an E911-compliant handset.

3. **Service Termination:** If a subscriber fails to pay any amount owed to Cellular One or violates the terms and conditions of service, Cellular One may suspend and/or terminate service when permitted under the laws, rules and orders, as applicable, of the State of Louisiana, the Louisiana PSC, the federal government and the FCC.
4. **Service Cancellation by Subscriber:** A subscriber may cancel Lifeline service by calling Cellular One Customer Care toll free, using the Customer Care number available on its website and in stores, or at a Cellular One retail store.
5. **Changes in Service Plans:** Cellular One may make changes in its service plans, including offering promotional rates and services from time to time and updating rates and service elements, to the extent compliant with federal and state laws and regulations.

C. Lifeline Service:

1. **Lifeline Service:** Lifeline service is a discounted telephone service available to qualified low-income consumers who reside within those areas of Louisiana in which the Company has been designated by the Public Service Commission of Louisiana as an eligible telecommunications carrier.
2. **Lifeline Eligibility Criteria:** Lifeline assistance is available to low-income customers as follows. Cellular One provides certification forms to subscribers and prospective subscribers, and reviews eligibility by accessing income databases where available, and reviewing documentation that establishes that the prospect meets the income-based or program-based eligibility criteria set forth in 47 C.F.R. Title 54, Subpart E.

- a. **Program-based Eligibility:** A customer is eligible for Lifeline if the customer participates in one or more of the following qualifying programs:

- ☐ Medicaid
- ☐ Supplemental Nutritional Assistance Program (SNAP)
- ☐ Supplemental Security Income (SSI)
- ☐ Section 8 Federal Public Housing Assistance (FPHA)
- ☐ Temporary Assistance for Needy Families (TANF)
- ☐ Low-Income Home Energy Assistance Program (LIHEAP)
- ☐ National School Lunch Program's free lunch program

Central Louisiana Cellular, LLC d/b/a Cellular One

- ☐ Food Distribution Program on Indian Reservations (FDPIR)
- ☐ Bureau of Indian Affairs general assistance (BIA)
- ☐ Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- ☐ Head Start (meeting income qualifying standards)

b. **Income-based Eligibility:** A customer with total gross annual household income that does not exceed 135% of the federal poverty income guidelines is eligible for Lifeline program certification.

3. **Lifeline Territory:** Lifeline is available to all eligible residential customers who reside within areas of Louisiana in which the Company was designated by the Public Service Commission as an eligible telecommunications carrier.

4. **Lifeline Terms and Conditions:**

- a. Lifeline support is limited to a single subscription per household (any individual or group of individuals living together at the same address as one “economic unit”; an “economic unit” consists of all adult individuals contributing to and sharing in the income and expenses of a household).
- b. Cellular One will require each subscriber or prospective subscriber to make all certifications required by law or government regulations. If the subscriber or prospective subscriber requests activation prior to Cellular One’s receipt of proof of eligibility, the requested service may be provided without the Lifeline credit until proof of eligibility has been received.

5. **Toll Restriction:** Toll restriction is provided on all eligible accounts at no charge where network capabilities allow this function.

6. **Transfer of Lifeline Service is Prohibited:** Subscriber is prohibited from transferring his or her Lifeline service to any other person.

7. **Subscriber Address and Verification:** Subscribers participating in the Lifeline service must provide any new address to Cellular One within thirty (30) days of moving or receipt of confirmation notice. If the subscriber fails to do so, the subscriber may be de-enrolled from Lifeline. Cellular One reserves the right to track each Lifeline subscriber’s primary residential address and prohibit more than one supported service at each residential address. Cellular One does not retain copies of the documentation of a subscriber’s program-based eligibility for Lifeline services. Such documentation is properly disposed of.

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- 8. Annual Certification:** Cellular One will make and submit to USAC annual certifications, under penalty of perjury, relating to the Lifeline program, consistent with 47 C.F.R. § 54.416.
 - 9. Subscriber Recertification:** Cellular One will require every consumer enrolled in the Lifeline program to reconfirm qualifications on an annual basis. Cellular One will de-enroll Lifeline Subscribers who do not respond to the annual recertification notice within thirty (30) days.
 - 10. Discontinuation of Lifeline Service, De-Enrollment:** Discontinuation of Lifeline service by de-enrollment is subject to the rules and orders of the FCC and the Louisiana Public Service Commission.
 - 11. Marketing Materials:** Cellular One will (a) publicize the availability of Lifeline service in a manner reasonably designed to reach those likely to qualify for the service; (b) indicate on all materials describing the service, using easily understood language, that the service is a Lifeline service, that Lifeline is a government assistance program, the service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household; and (c) disclose its corporate name and/or its trade name on all materials describing the service.